

American Society for Quality (ASQ)

DANTES Test Centers' Authorization

The American Society for Quality (ASQ) authorizes military installations with DANTES Test Centers to administer the ASQ certification examinations to uniformed military personnel.

Background

The American Society for Quality (ASQ) certification program was developed more than 30 years ago to recognize those individuals who have demonstrated proficiency within a specified body of knowledge. Over the years, more than 81,000 people have become certified through ASQ. The program has become a marketplace requirement for quality professionals and is consistently cited in ASQ member surveys as one of the most important activities of the Society.

Certification is a formal recognition by ASQ that an individual has demonstrated proficiency within and comprehension of a specified body of knowledge at a point in time. It is peer recognition and not registration or licensure.

Address

ASQ
611 East Wisconsin Avenue
P O Box 3005
Milwaukee, Wisconsin 53201-3005
Phone: (800)248-1946

Certification

ASQ offers certification in the following areas:

- Quality Engineer (CQE)
 - Reliability Engineer (CRE)
 - Quality Technician (CQT)
 - Mechanical Inspector (CMI)
 - Quality Auditor (CQA)
 - Quality Manager
 - Software Quality Engineer (CSQE)
 - Quality Improvement Associate (CQIA)
 - Quality Auditor Certification-HACCP (CQA-HACCP)
 - Calibration Technician (CCT)
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Description

Certified Quality Engineer (CQE)

The Quality Engineer is a professional who understands the principles of product and service quality, evaluation, and control.

CQE Examination

The 5-hour examination consists of 160 multiple-choice questions. Topics covered on the Certified Quality Engineer examination are:

Number	Topics	Number of Questions
I	Management and Leadership in Quality Engineering	19
II	Quality Systems Development, Implementation, and Verification	19
III	Planning, Controlling, and Assuring Product and Process Quality	33
IV	Reliability and Risk Management	11
V	Problem Solving and Quality Improvement	25
VI	Quantitative Methods	53

Certified Reliability Engineer (CRE)

The Reliability Engineer is a professional who understands the principles of performance evaluation and prediction to improve product/systems safety, reliability, and maintainability.

Continued on next page

Description, Continued

**CRE
Examination**

The 4-hour examination consists of 150 multiple-choice questions. Topics covered on the Certified Reliability Engineer examination are:

Number	Topics	Number of Questions
I	Reliability Management	16
II	Probability and Statistical Tools	28
III	Modeling and Prediction	18
IV	Data Collection and Analysis and Corrective Action	17
V	Reliability Tools in Design and Development	27
VI	Maintainability and Availability	15
VII	Reliability Testing	18
VIII	Product Safety and Liability	11

**Certified
Quality
Technician
(CQT)**

The Quality Technician is a professional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems, prepares procedures, trains inspectors, perform audits, analyzes quality costs and other quality data and applies fundamental statistical methods for process control.

**CQT
Examination**

The 4-hour examination consists of 100 multiple-choice questions. Topics covered on the Certified Quality Technician examination are:

Number	Topics	Number of Questions
I	Quality Concepts and Tools	21
II	Statistical Techniques	23
III	Metrology and Calibration	13
IV	Inspection and Test	21
V	Quality Audits	11
VI	Preventive and Corrective Action	11

Continued on next page

Description, Continued

Certified Mechanical Inspector (CMI)

The Mechanical Inspector, under professional direction, evaluates hardware documentation, performs laboratory procedures, inspects products, measures process performance, records data, and prepares formal reports.

CMI Examination

The 4-hour examination consists of 100 multiple-choice questions. Topics covered on the Certified Mechanical Inspector examination are:

Number	Topics	Number of Questions
I	Technical Mathematics	13
II	Inspection and Test	30
III	Measurement Tools	34
IV	Statistical Techniques	14
V	Quality Improvement	9

Certified Quality Auditor (CQA)

The Quality Auditor is a professional who understands the standards and principals of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality systems adequacy and efficiencies.

CQA Examination

The 4-hour examination consists of 150 multiple-choice questions. Topics covered on the Certified Quality Auditor examination are:

Number	Topics	Number of Questions
I	Ethics, Professional Conduct and Liability Issues	5
II	Audit Preparation	32
III	Audit Performance	32
IV	Audit Reporting	10
V	Corrective Action Follow-up and Closure	12
VI	Audit Program Management	10
VII	General Knowledge and Skills	49

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Description, Continued

Certified Calibration Technician (CCT)

The Calibration Technician tests, calibrates, maintains, and repairs electrical, mechanical, electromechanical, analytical and electronic measuring, recording, and indicating instruments and equipment for conformance to establish standards.

CCT Examination

The 4-hour Calibration Technician examination consists of 125 multiple-choice questions. Topics covered on the Certified Calibration Technician examination are:

Number	Topics	Number of Questions
I	General Metrology	30
II	Measurement Systems	25
III	Calibration Systems	25
IV	Applied Math and Statistics	20
V	Quality Systems and Standards	15
VI	Uncertainty	10

Certified Quality Manager

The Quality Manager is a professional who understands quality standards and concepts, can implement organizational assessments, and maintain customer satisfaction and focus.

Quality Manager Examination

The 4-hour Quality Manager examination consists of 150 multiple-choice questions in a 3 hour 15 minute period, and 2 constructed response questions over a 45-minute period. Topics covered on the Certified Quality Manager examination are:

Number	Topics	Number of Questions
I	Leadership	30
II	Strategy Development and Deployment	30
III	Quality Management Tools	20
IV	Customer-Focused Organizations	20
V	Project Management	10
VI	Management	30
VII	Training and Development	10

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Description, Continued

**Certified
Software
Quality
Engineer
(CSQE)**

The Software Quality Engineer is a professional who has a comprehensive understanding of software quality development and implementation.

**CSQE
Examination**

The 4-hour examination consists of 160 multiple-choice questions. Topics covered on the Software Quality Engineer examination are:

Number	Topics	Number of Questions
I	General Knowledge, Conduct, and Ethics	24
II	Software Quality Management	16
III	Software Processes	24
IV	Software Project Management	16
V	Software Metrics, Measurement, and Analytical Methods	24
VI	Software Inspection, Testing, Verification, and Validation	24
VII	Software Audits	16
VIII	Software Configuration Management	16

**Certified
Quality
Improvement
Associate
(CQIA)**

The Quality Improvement Associate is an individual who has a basic knowledge of quality tools and their uses and is involved in quality improvement projects but does not necessarily come from a traditional quality area.

**CQIA
Examination**

The 3-hour examination consists of 100 multiple-choice questions. Topics covered on the Certified Quality Improvement Associate examination are:

Number	Topics	Number of Questions
I	Quality Basics	27
II	Teams	23
III	Continuous Improvement	50

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Description, Continued

Certified Quality Auditor –HACCP

CQA-HACCP (Hazard Analysis and Critical Control Point) must be an ASQ Certified Quality Auditor and have two years of experience working with HACCP standards. This two-year requirement can be part of the eight-year requirement used for the CQA exam.

CQA-HACCP Examination

The 4-hour examination consists of 100 multiple-choice questions. Topics covered on the CQA-HACCP examination are:

Number	Topics	Number of Questions
I	HACCP Overview	10
II	Prerequisite Programs	18
III	HACCP Plan Development	47
IV	Implementation and Maintenance of HACCP System	25

Additional Certification Information

For additional certification information, please visit the ASQ Web page at <http://www.asq.org>.

Application

Obtaining an Application

The candidate or the Test Control Officer (TCO) may order the appropriate application (Quality Engineer, Reliability Engineer, Quality Technician, Mechanical Inspector, Quality Auditor, Quality Manager, Software Quality Engineer, Quality Improvement Associate, CQA-HACCP) from:

American Society for Quality
ATTN: Customer Service
P O Box 3005
611 East Wisconsin Avenue
Milwaukee, WI 53201-3005

Phone: (800)248-1946
Home Page: <http://www.asq.org>

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Application, Continued

Return Application

The applicant must submit the application form to the DANTES TCO who forwards it accompanied by a letter on official stationery.

NOTE: Include all fees required for testing with the application.
See the *DANTES National Calendar of Certification Tests* for current fees.

Certification Criteria

Certification Criteria

The following chart identifies the certification criteria for various ASQ programs:

Certification requirements for...	You must have...	And at least...
CRE, CQE, CQA, CSQE	8 years on-the-job experience in one or more areas of CRE, CQE, CQA, or CSQE body of knowledge	3 of the 8 years of experience must be in a professional, decision-making technical or management position
CQT	4 years on-the-job experience in quality sciences	
Certified Quality Manager	10 years experience in one or more areas of quality management	5 of the 10 years of experience must be in a professional, decision-making technical or management position
CMI	2 years experience in mechanical inspection	
CQIA	2 years of work experience or an associate degree	
CQA-HACCP	ASQ-CQA and have 2 years of experience working with the HACCP Standards. The 2-year requirement can be part of the 8-year requirement for the CQA exam.	

Ordering

Ordering Exams

Use the application supplied by ASQ to order the appropriate certification examination.

TCO Responsibilities

The TCO must review the application for accuracy and completeness.

NOTE: The TCO prepares a letter on official stationery to accompany the returned, completed application to ASQ.

Fees

Examination Fees

The examination fee schedule is shown in the table below.

The **Recertification by Journal** fee is as follows:

1 recertification - \$30*/\$50** 2 or more recertifications - \$50*/\$50 Each**

NOTE: There is a \$50 nonrefundable application fee. CMI, CQT, and CQIA are lifetime examinations and do not require recertification.

*Member Fee

**Nonmember Fee

Certification Area	Member ASQ	Non-member	Retake	Recertification
CQE	\$180	\$285	\$130	\$130*/\$235**
CQA	\$180	\$285	\$130	\$130*/\$235**
CRE	\$180	\$285	\$130	\$130*/\$235**
CMI	\$155	\$260	\$105	\$-0-
CQT	\$155	\$260	\$105	\$-0-
CQM	\$235	\$340	\$185	\$185*/\$290**
CSQE	\$180	\$285	\$130	\$130*/\$235**
CQIA	\$155	\$260	\$105	\$-0-
CQA-HACCP	\$180	\$285	\$130	\$130*/\$235**
CCT	\$155	\$260	\$105	\$105*/\$210**
Biomedical	\$180	\$285	\$130	\$130*/\$235**
SSBB	\$180	\$285	\$130	\$130*/\$235**

Membership

Membership

Membership in ASQ is not required; however, the following membership categories and fees are provided for your information:

Membership Type	Description
Member	<input type="checkbox"/> Is engaged in or interested in quality profession or the allied arts or sciences
Senior Member	<ul style="list-style-type: none">• Has demonstrated growth and accomplishment in the quality profession or allied arts and sciences• Has 10 years of active experience in the quality profession• Has been a member in good standing for 1 year, and can qualify in one of the following ways:<ul style="list-style-type: none"><input type="checkbox"/> Administered engineering or inspection work applying the principles of quality control for at least 2-years or<input type="checkbox"/> Taught quality control or the allied arts and sciences at an accredited institution for a least 2-years or<input type="checkbox"/> Has been a senior member or comparable grade in a recognized professional engineering, technical, or scientific society
Student	Is presently a full-time or cooperative student in an accredited institution.

Note: Membership is now pro-rated; contact ASQ for further information. Visit www.asq.org/inventchange or www.asq.org/sustain.

Administration

Military Administration

DANTES TEST CENTERS MAY ADMINISTER THE ASQ CERTIFICATION EXAMINATION TO ELIGIBLE ACTIVE DUTY MILITARY AND RESERVE COMPONENT PERSONNEL ON AN UNFUNDED (EXAMINEE PAYS) BASIS UNLESS MILITARY REGULATIONS PROVIDE OTHERWISE.

Civilians

DANTES Test Centers may administer the ASQ certification examination to the following civilians on an **UNFUNDED (EXAMINEE PAYS) AND SPACE AVAILABLE BASIS** according to local command policy and Service regulations:

- Retired military personnel
 - Military family members
 - Veterans
 - U.S. federal employees
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DANTES Test Dates

Consult the *DANTES National Calendar of Certification Tests* for specific test dates at http://www.dantes.doded.mil/dantes_web/certification/calendar.htm?Flag=True.

Scoring

Scoring Exams

Return completed examinations (within 24 hours) to the following address for scoring:

**American Society for Quality
ATTN: Certification
P O Box 3005
611 East Wisconsin Avenue
Milwaukee, WI 53201-3005**

Candidates Notified

Results are returned to candidates approximately 2 weeks **after** the exam.

Refunds

Requests Prior to the exam, refund requests maybe made by writing, phoning, faxing, or E-mailing ASQ Certification Department.

NOTE: The \$50 application fee is nonrefundable.

Services Rendered No refund is given for services rendered.

NOTE: Payment is issued in the same manner in which ASQ is paid. No refund is available after the exam has been given.

Unqualified Applicants Applicants found to be unqualified to sit for the examination may do one of the following:

Number	Unqualified applicants can...
I	Transfer to a different examination program that requires less experience
II	Request a refund
III	Keep their application on hold until they meet the qualifications

Reschedules

Reschedule Requests Candidates must write the examination program area for which they applied at least once within one year of applying or retaking the exam. If they are unable to attend the exam, candidates may request to reschedule by mail, fax, phone, or E-mail. Reschedule requests are subject to the following fees:

Reschedule Time Frame	Fee
Postmarked, faxed, phoned, or E-mailed 5 or more working days before exam	No Charge
After exam	Full exam and application fee.

NOTE: All requests must be made to ASQ Headquarters. ASQ is not responsible for lost or misdirected mail.

Recertification

Recertification All certification areas require recertification except CQT, CMI, and CQIA. These 3 examinations are lifetime exams. The HACCP and Biomedical add-on certifications to the CQA will automatically be recertified each time the CQA is recertified. Please see the ASQ calendar at the web site below for recertification fees.
[Http://www.dantes.doded.mil/dantes_web/certification/calendar.htm?Flag=True](http://www.dantes.doded.mil/dantes_web/certification/calendar.htm?Flag=True)

Certification Maintenance

Credit Requirement

- 18 recertification unit (RU) credits are required over a 3-year period.
- CQA, CQE, Certified Quality Manager, CRE, CSQE, Six Sigma Black Belt and the CCT are the only certifications that require maintenance.
- Candidates who cannot gather the required credits may choose to recertify by exam. The entire exam must be retaken, and passed.

For further information on ASQ recertification program please visit
[Http://www.asq.org/cert/recert/index.html](http://www.asq.org/cert/recert/index.html).

Questions/Problems

Problems Any program dependent on mail service may occasionally experience some difficulties. If application forms, descriptive information, examinations, examination scores, or certificates are not received in a timely fashion, inquire directly to ASQ at:
American Society for Quality (ASQ)
ATTN: Customer Service
P O Box 3005
611 East Wisconsin Avenue
Milwaukee, WI 53201-3005

Phone: (800)248-1946
Web site: www.asq.org

Security

Test Loss or Compromise

Refer to Part I of the *DANTES Examination Program Handbook (DEPH)* for complete instructions if there is an ASQ test loss or compromise.

Contact DANTES immediately and refer to specific Service regulations for complete instructions if there is an ASQ test loss or compromise.
DANTES address is:

DANTES	Phone: (850) 452-1360
Code 20F	DSN: 922-1360
6490 Saufley Field Road	Fax: (850) 452-1161
Pensacola, FL 32509-5243	

Official Source of Information

ASQ Certification

The ASQ web site is the official source of data about the ASQ certification examination, to include information about their costs, the qualifications of individuals, who may hold these certifications, and any other information pertaining to the credential.

WEB Pages and E-mail Addresses

DANTES Web Address

Access the DANTES Web pages at <http://www.dantes.doded.mil>.

ASQ Web Address

Access ASQ Web page at www.asq.org.

DANTES E-mail Address

The DANTES Certification Program E-mail address is certprog@voled.doded.mil.
